

Enterprise Incident Report January 2012

As of 2/23/2012

Agriculture and Food

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Agriculture and Food	Application Services	Danielle Hood	0 0	0 0	1 0	1 0
		Martin Gonzalez	1 1	0 0	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 0	2 1
	Metro D Desktop Support	Jon Hager	2 2	79 76	0 0	81 78
		Assigned to Individual Total	2 2	79 76	0 0	81 78
	Metro D Help Desk	Doug Brown	0 0	5 5	0 0	5 5
		Jed Patrick	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	6 6	0 0	6 6
	Rural Central Desktop Support	Ron LeBaron	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Romanza Hamblin	0 0	2 2	0 0	2 2

Enterprise Incident Report January 2012

As of 2/23/2012

Agriculture and Food

			High	Low	Medium	FCR Total
Agriculture and Food	Voice Operations	Assigned to Individual Total	0	2	0	2
			0	2	0	2
	Voice/Data/WAN Services	Mark Thomas	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
Assigned Group Total		3	89	1	93	
		3	84	0	87	
Customer Company Total			3	89	1	93
			3	84	0	87

Enterprise Incident Report January 2012

As of 2/23/2012

Agriculture and Food

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Agriculture and Food	Application Services	Danielle Hood	0 0	0 0	1 0	1 0
		Martin Gonzalez	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0	2 0
	Metro D Desktop Support	Jon Hager	2 0	79 1	0 0	81 1
		Assigned to Individual Total	2 0	79 1	0 0	81 1
	Metro D Help Desk	Doug Brown	0 0	5 0	0 0	5 0
		Jed Patrick	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Rural Central Desktop Support	Ron LeBaron	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Romanza Hamblin	0 0	2 0	0 0	2 0

Enterprise Incident Report January 2012

As of 2/23/2012

Agriculture and Food

			High	Low	Medium	MIR Total
Agriculture and Food	Voice Operations	Assigned to Individual Total	0 0	2 0	0 0	2 0
	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		3 0	89 1	1 0	93 1
Customer Company Total			3 0	89 1	1 0	93 1

Enterprise Incident Report January 2012

As of 2/23/2012

Agriculture and Food

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Agriculture and Food	Application Services	Danielle Hood	0 0.00	0 0.00	1 0.00	1 0.00
		Martin Gonzalez	1 0.54	0 0.00	0 0.00	1 0.54
		Assigned to Individual Total	1 0.54	0 0.00	1 0.00	2 0.27
	Metro D Desktop Support	Jon Hager	2 0.00	79 0.03	0 0.00	81 0.03
		Assigned to Individual Total	2 0.00	79 0.03	0 0.00	81 0.03
	Metro D Help Desk	Doug Brown	0 0.00	5 0.00	0 0.00	5 0.00
		Jed Patrick	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	6 0.00	0 0.00	6 0.00
	Rural Central Desktop Support	Ron LeBaron	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Voice Operations	Romanza Hamblin	0 0.00	2 0.02	0 0.00	2 0.02

Enterprise Incident Report January 2012

As of 2/23/2012

Agriculture and Food

			High	Low	Medium	ATTIR Total
Agriculture and Food	Voice Operations	Assigned to Individual Total	0 0.00	2 0.02	0 0.00	2 0.02
	Voice/Data/WAN Services	Mark Thomas	0 0.00	1 0.09	0 0.00	1 0.09
		Assigned to Individual Total	0 0.00	1 0.09	0 0.00	1 0.09
	Assigned Group Total		3 0.18	89 0.02	1 0.00	93 0.03
Customer Company Total			3 0.18	89 0.02	1 0.00	93 0.03

Enterprise Incident Report January 2012

As of 2/23/2012

Agriculture and Food

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Agriculture and Food	Application Services	Danielle Hood	0 0	0 0	1 0	1 0
		Martin Gonzalez	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0	2 0
	Metro D Desktop Support	Jon Hager	2 0	79 0	0 0	81 0
		Assigned to Individual Total	2 0	79 0	0 0	81 0
	Metro D Help Desk	Doug Brown	0 0	5 0	0 0	5 0
		Jed Patrick	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Rural Central Desktop Support	Ron LeBaron	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Romanza Hamblin	0 0	2 0	0 0	2 0

Enterprise Incident Report January 2012

As of 2/23/2012

Agriculture and Food

			High	Low	Medium	MR Total
Agriculture and Food	Voice Operations	Assigned to Individual Total	0 0	2 0	0 0	2 0
	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		3 0	89 0	1 0	93 0
Customer Company Total			3 0	89 0	1 0	93 0

Enterprise Incident Report January 2012

As of 2/23/2012

Agriculture and Food

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Agriculture and Food	Application Services	Danielle Hood	0 0.00	0 0.00	1 3.43	1 3.43
		Martin Gonzalez	1 1.26	0 0.00	0 0.00	1 1.26
		Assigned to Individual Total	1 1.26	0 0.00	1 3.43	2 2.35
	Metro D Desktop Support	Jon Hager	2 0.00	79 0.03	0 0.00	81 0.03
		Assigned to Individual Total	2 0.00	79 0.03	0 0.00	81 0.03
	Metro D Help Desk	Doug Brown	0 0.00	5 0.00	0 0.00	5 0.00
		Jed Patrick	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	6 0.00	0 0.00	6 0.00
	Rural Central Desktop Support	Ron LeBaron	0 0.00	1 0.01	0 0.00	1 0.01
		Assigned to Individual Total	0 0.00	1 0.01	0 0.00	1 0.01
	Voice Operations	Romanza Hamblin	0 0.00	2 0.50	0 0.00	2 0.50

Enterprise Incident Report January 2012

As of 2/23/2012

Agriculture and Food

			High	Low	Medium	ATTR Total
Agriculture and Food	Voice Operations	Assigned to Individual Total	0 0.00	2 0.50	0 0.00	2 0.50
	Voice/Data/WAN Services	Mark Thomas	0 0.00	1 0.27	0 0.00	1 0.27
		Assigned to Individual Total	0 0.00	1 0.27	0 0.00	1 0.27
	Assigned Group Total			3 0.42	89 0.04	1 3.43
Customer Company Total			3 0.42	89 0.04	1 3.43	93 0.09

Enterprise Incident Report January 2012

As of 2/23/2012

Agriculture and Food

Detail

INC000000438963	Shirley Reynolds	Network	Password	Novell ConsoleOne	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000438969	Cathie Larsen	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000439014	Sara Lealos	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000439025	Shirley Reynolds	Network	Password	Novell ConsoleOne	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000439030	Pat Nelson	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000439033	Stanley Akagi	Application	Reporting	Novell GroupWise 32-bit Window	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000439067	Wayne Ogden	Network	Password	Utah Master Directory	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000440037	Kathleen Mathews	Network	Password	Novell ConsoleOne	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000440041	Cathie Larsen	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000440048	Rich Riding	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000440063	David H Clark	Application	Error	Microsoft Office	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000440064	Linda Lewis	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000440124	Mark Quilter	Telecom	Voice Mail	Telephone	TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000440186	Shelly Jensen	Telecom	Hardware	Telephone	TIR Missed: No	0.09
	Voice/Data/WAN Services	Mark Thomas	Agriculture and Food	Low Closed	TTR Missed: No	0.27
INC000000440944	Rhonda Overman	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000440949	Robert Hougaard	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00

Enterprise Incident Report January 2012

As of 2/23/2012

Agriculture and Food

INC000000440952	Sara Lealos	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000440953	Rhonda Overman	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000440957	Wyatt Frampton	Network	Password	Novell ConsoleOne	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000440959	Sara Lealos	Application	Reporting	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000441822	Larry Lewis	Mobile Devices	Error	None	TIR Missed: No	0.00
	Application Services	Danielle Hood	Agriculture and Food	Medium Closed	TTR Missed: No	3.43
INC000000442140	Sushma Karna	PC/Laptop	Error	None	TIR Missed: Yes	1.72
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	1.92
INC000000442502	Jack Wilbur	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000442511	Rhonda Overman	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000442512	Rhonda Overman	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000442515	Shelly Jensen	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000442519	Don McClellan	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000442524	Bruce King	Application	Password	PGP	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000442540	Val Hermansen	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000443488	Leonard Blackham	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High Closed	TTR Missed: No	0.00
INC000000443489	Shirley Reynolds	Application	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000443494	Troy Forrest	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000443500	LaJeanne Gilgen	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00

Enterprise Incident Report January 2012

As of 2/23/2012

Agriculture and Food

INC000000443504	William Holt	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000443505	Sushma Karna	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000444383	Mohammed Sharaf	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000444388	Jeremiah Diehl	Application	Error	Microsoft Access		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000444392	Sushma Karna	Application	Reporting	ZENworks for Desktops		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000444394	Raymond Loveless	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000444400	Sushma Karna	Application	Password	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000444402	Rhonda Overman	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000444413	Brady Weaver	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000444425	Troy Forrest	Application	Password	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000445317	Gene Mecham	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000445320	Grant Tidwell	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Agriculture and Food	Low	Closed	TTR Missed: No	0.01
INC000000445327	Marjorie Moore	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000445340	Sara Lealos	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000445768	James Burton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000446458	Nancy Betzing	None	None	None		TIR Missed: No	0.32
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000446458	Nancy Betzing	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report January 2012

As of 2/23/2012

Agriculture and Food

INC000000446960	Gordon Brown	Application	Error	Microsoft Access		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000447776	Stephen Ogilvie	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000447777	Claudette Walcott	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000447790	Steven Wright	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000447798	Sushma Karna	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000447806	Kathleen Mathews	Mobile Devices	Error	Ipads		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000448730	Don McClellan	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000448732	Linda Lewis	Application	Error	Licensing		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000448735	Therese Aschkenase	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000448739	Clark Burgess	Application	Error	Microsoft Access		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000449056	Kyle Nelson	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000450311	Steven Wright	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000450312	Cathie Larsen	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000450313	Claudette Walcott	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000450314	Gordon Brown	Application	Password	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000450316	Linda Lewis	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000450317	Clint Burfitt	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report January 2012

As of 2/23/2012

Agriculture and Food

INC000000450319	Gordon Brown Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000451195	Leonard Blackham Application Services	Application Martin Gonzalez	None Agriculture and Food	Novell GroupWise High	Closed	TIR Missed: No TTR Missed: No	0.54 1.26
INC000000451223	Noel McSpadden Jr Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000451225	Sherie Edginton Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000451227	Sharon Simonson Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000451230	Samuel Lima Metro D Desktop Support	Network Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000451243	Cathie Larsen Metro D Desktop Support	PC/Laptop Jon Hager	Password Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000452006	Stephen Ogilvie Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000452007	Sharon Simonson Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000452015	Therese Aschkenase Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000452016	Kyle Stephens Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000452016	Kyle Stephens Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000452016	Kyle Stephens Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000452016	Kyle Stephens Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000452020	Cary Wise Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Error Code Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000452760	Noel McSpadden Jr Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000452762	Leonard Blackham Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	Ipads High	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

Enterprise Incident Report January 2012

As of 2/23/2012

Agriculture and Food

INC000000452767	Robert Hougaard	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000452777	Cathie Larsen	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	
INC000000452948	Kathleen Mathews	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000453020	Shirley Reynolds	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000453135	Kathleen Mathews	Mobile Devices	Error	Ipads		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000453593	Gordon Brown	Telecom	Hardware	Telephone		TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin	Agriculture and Food	Low	Closed	TTR Missed: No	1.00
INC000000454292	Tamra Watson	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000454297	Brian Tea	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000454653	Vicki Needham	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Agriculture and Food	Low	Closed	TTR Missed: No	0.00